



Serial No.: 09/431,017  
Filed: November 1, 1999  
Group Art Unit: 2642

Bourque & Associates, P.A.  
835 Hanover Street, Suite 301  
Manchester, NH 03104  
Telephone: (603) 623-5111  
Facsimile: (603) 624-1432

Date: July 20, 2005

COMMISSIONER OF PATENTS  
Alexandria, VA 22313-1450

Attorney Docket No.: DAVOX-164XX

Sir:

In re application of: Anderson et al.

Entitled: RELATIONSHIP BASED TASK AND RESOURCE CALL CENTER MANAGEMENT SYSTEM AND METHOD

Transmitted herewith is an **amendment** in the above-identified application. The following checked items are applicable:

☒ Amendment consisting of 27 pages.

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 6	- 6	=	x \$200.00 =	\$0.00
Total 31	- 33	=	x \$50.00 =	\$0.00
[ ] Multiple Dependent Claims (1st presentation)			+ \$360.00 =	\$0.00
SUBTOTAL ADDITIONAL CLAIM FEE				\$0.00
Small Entity filing, divide by 1/2.				
TOTAL ADDITIONAL CLAIM FEE				\$0.00

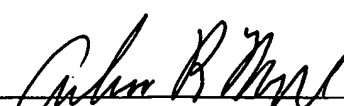
☒ No additional claim fee.

☒ In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

☒ The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credits any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Mail Stop, Commissioner for Patents, Alexandria, VA, 22313-1450 on July 20, 2005.

SUBMIT IN TRIPLICATE

  
Attorney of Record: Andrew R. Martin  
Registration No. 45,413




PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application : Anderson et al.  
Serial No. : 09/431,017  
Filed : November 1, 1999  
For : RELATIONSHIP BASED TASK AND RESOURCE  
CALL CENTER MANAGEMENT SYSTEM AND METHOD  
Attorney's Docket : DAVOX-164XX  
Examiner : Q. Nguyen  
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendments, Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450 on July 20, 2005.

By   
Andrew R. Martin, Esq.  
Registration No. 45,413  
Attorney for Applicant(s)

**AMENDMENT**

Mail Stop Amendments  
Commissioner for Patents  
PO Box 1450  
Alexandria, VA, 22313-1450

Sir or Madam:

In response to the Office Communication dated April 20, 2005,  
please amend the above-identified Patent Application as follows: